



# Quick Reference Directory

This directory provides a list of the most commonly requested contact information for MassHealth Customer Service. Please refer to Appendix A in all MassHealth provider manuals for a complete list of contact information. Appendix A is available in the online MassHealth Provider Library at [www.mass.gov/masshealthpubs](http://www.mass.gov/masshealthpubs).

## EDI Claim Submissions

Electronic claims submission (837 transactions) by file transfer via the Web	<a href="http://www.mass.gov/masshealth">www.mass.gov/masshealth</a> <b>Note:</b> 835 remittance advices and 997 acknowledgements are available here. Providers may also continue to receive these by current methods.
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## Other Claims, Provider Enrollment Applications, and Correspondence

<ul style="list-style-type: none"><li>Correspondence sent by US Mail</li><li>Paper and electronic claims sent by US Mail</li><li>Provider applications sent by US Mail</li></ul>	MassHealth Customer Service Attn: [Address as applicable, for example, Claims, Provider Enrollment, or Correspondence.] P.O. Box 9118 Hingham, MA 02043 <b>Note:</b> Claims are accepted on CD-ROM.
<ul style="list-style-type: none"><li>Correspondence hand delivered</li><li>Paper and electronic claims hand delivered (UPS, FedEx, courier, and drop-off)</li><li>Provider applications hand delivered</li></ul>	MassHealth Customer Service Attn: [Address as applicable, for example, Claims, Provider Enrollment, or Correspondence.] 75 Sgt. William B. Terry Drive Hingham, MA 02043

## Contact Information

Billing and policy questions, except for retail pharmacy	1-800-841-2900 (phone), 617-988-8974 (fax), or <a href="mailto:providersupport@mahealth.net">providersupport@mahealth.net</a>
Dental program (administration, prior authorization, claims, provider enrollment applications, eligibility determinations, and claim status)	1-800-207-5019 (phone) <a href="http://www.masshealth-dental.net">www.masshealth-dental.net</a>
EDI general support	1-800-841-2900 (phone), 617-988-8972 (fax), or <a href="mailto:EDI@mahealth.net">EDI@mahealth.net</a>
HIPAA transactions support	1-800-841-2900 (phone), 617-988-8971 (fax), or <a href="mailto:hipaasupport@mahealth.net">hipaasupport@mahealth.net</a>
MassHealth Drug List	1-800-745-7318 or <a href="mailto:masshealthdruglist@state.ma.us">masshealthdruglist@state.ma.us</a>
Member customer service	1-800-841-2900 (phone), 617-988-8975 (fax), or <a href="mailto:membersupport@mahealth.net">membersupport@mahealth.net</a>
Pharmacy billing (POPS)	1-866-246-8503, <a href="mailto:masshealth.provider@acs-inc.com">masshealth.provider@acs-inc.com</a>
Pharmacy policy and prior authorizations	1-800-745-7318, Drug Utilization Review Program
<ul style="list-style-type: none"><li>Provider training and outreach</li><li>Provider enrollment</li></ul>	1-800-841-2900 (phone), 617-988-8974 (fax), or <a href="mailto:providersupport@mahealth.net">providersupport@mahealth.net</a>
Publication requests	1-800-841-2900 (phone), 617-988-8973 (fax), or <a href="mailto:publications@mahealth.net">publications@mahealth.net</a>

## Additional Resources

Member eligibility verification and claim status via WebREVS	<a href="http://www.massrevs.eds.com">www.massrevs.eds.com</a> or 1-800-462-7738 (help desk)
MassHealth Prior Authorization Unit (to check the status on certain previously submitted PA requests)	1-800-862-8341; 1-800-207-5019 for Dental providers
Submit prior-authorization requests via APAS (Automated Prior Authorization System)	<a href="http://www.masshealth-apas.com">www.masshealth-apas.com</a> or 1-866-378-3789 (help desk)